

Telephone Service Center

Main Menu Prompt Options

- Press 11** For dates and locations of Medi-Cal provider training seminars
- Press 12** For inquiries about checkwrites, claims, TARs, continuing care, procedure codes, NDCs, medical supply codes, general mailing information, forms and manuals
- Press 13** For Medi-Cal recipients
- Press 14** For Medicare/Medi-Cal crossover claims, General Medicine, Vision Care, CCS, GHPP, LEA, CTP, Healthy Families Program Pre-Enrollment, EAPC, EPSDT and CHDP Gateway
- Press 15** For Inpatient Services, Outpatient Services, Long Term Care, HAP (such as Family PACT, Cancer Detection Programs: Every Woman Counts, BCCTP and Obstetrics), Provider Enrollment or Re-enrollment, Managed Care or Specialty Mental Health Services
- Press 16** For POS, Internet, Pharmacy, DME and Allied Health, CMC, Lab Services Reservation System, HIPAA Implementation and eTAR
- Press 17** For assisting a hearing impaired caller
- Press 00** To hear this menu again

Press 12 for PTN
automated features
or call directly
1-800-786-4346

Hearing Impaired:
Call 1-866-784-2595

Secondary Menu Prompt Options

Option 14

- Press 11** For Medicare/Medi-Cal crossover claims
- Press 12** For General Medicine and Vision Care
- Press 13** For specialty programs such as CCS, GHPP, LEA, CTP, Healthy Families Program Pre-Enrollment, EAPC and EPSDT
- Press 14** For CHDP Gateway
- Press 00** For the previous menu

To hear this menu again, please wait

Option 15

- Press 11** For Cancer Detection Programs: Every Woman Counts (**Automated Eligibility Verification System**)
- Press 12** For HAP
- Press 13** For Provider Enrollment
- Press 14** For Managed Care and Specialty Mental Health Services
- Press 15** For Inpatient Services, Outpatient Services and Long Term Care
- Press 00** For the previous menu

To hear this menu again, please wait

Option 16

- Press 11** For CMC
- Press 12** For HIPAA Implementation
- Press 13** For assistance with Lab Services Reservation System
- Press 14** For Pharmacy, DME and Allied Health
- Press 15** For recorded messages of Pharmacy Reject Codes and to perform an eligibility or Share of Cost transaction using a temporary PIN
- Press 16** For POS devices, downloads or the Internet
- Press 17** For eTAR
- Press 00** For the previous menu

To hear this menu again, please wait

1 - 800 - 541 - 5555

☆ Menu prompt options subject to change.

1-Provider Relations Directory
PROPubs 02/05